



Attorney's Docket:  
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PATENT  
USSN 09/686,447

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**RULE 116 AMENDMENT  
RESPONSE TO FINAL REJECTION**

Corres. and Mail  
**BOX AF**

In re Application of: Carolyn Faour, et al. **RECEIVED**  
Serial No.: 09/686,447 JUL 26 2004  
Filing Date: October 10, 2000 Technology Center 2100  
Confirmation No. 5064  
Group Art Unit: 2127  
Examiner: Niles R. Shah  
Title: *System and Method for Handling a Unit of Work*

**CERTIFICATE OF MAILING BY EXPRESS MAIL**  
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I certify that this communication is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated below and is addressed to Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*Willie Jiles*

Willie Jiles

Date: July 20, 2004

**Mail Stop AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**Response pursuant to 37 C.F.R. § 1.116**

In response to the final Office Action mailed May 20, 2004, Applicants respectfully request the Examiner to reconsider the claims in view of the following remarks.